

Impact Assessment

Today



HIGH
degree of change in tasks




The job will require **EXTENSIVE JOB REDESIGN**

Job role will likely be enlarged, reconfigured or enriched. As such, there will be a need to reskill job holders with new skills to maintain their employability









The **Assistant Pastry Cook / Assistant Baker / Kitchen Assistant** is responsible for the production of pastry and baked goods. The job holder prepares the baking equipment and ingredients, and applies finishing touches in post-production of pastries and baked goods. He/She follows hygiene, safety and other standards, and carries out food and beverage operational tasks. He/She may suggest areas for continuous improvement within his own workstation.

Responsibilities of the role in the future






Technologies will **automate labour-intensive tasks** such as the preparation of pastry and baked goods. Following the adoption and use of digital tools and technology such as kitchen robotics and autonomous cooking machineries, focus should be on upskilling on the **handling and basic maintenance of technology tools**. With decreasing need for manual intervention, it is likely that this role will converge with either the **Baker** or **Pastry Cook**.

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills ¹	Impact Of Trends / Technology
Prepare pastry and baked goods	<div>H</div> <div>Prepare ingredients needed for daily production of pastries and baked goods</div>	<ul style="list-style-type: none">The preparation of pastry and baked goods is increasingly performed using kitchen robotics and autonomous cooking machineries in central kitchens or outsourced to a third-party vendor.This allows the job holder to focus more on conducting quality checks on ingredients.	 Food quality assurance	<div> Automated machineries</div> <div> Outsourcing of food preparation</div>

Note:
¹ This column lists skills that the job holder is expected to utilise to a greater degree to excel at the job. They can be mapped to the in-demand SFw Technical Skills and Competencies for the role.

Critical Work Function	Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills ¹	Impact Of Trends / Technology
Prepare pastry and baked goods	H Assist in production of cakes, pastries, garnishes, ice-creams, and baked items	<ul style="list-style-type: none">The production of cakes, pastries, garnishes, ice-creams, and baked items including the finishing touches can be done using automated machineries in central kitchens, allowing the job holder to focus on other tasks (e.g. assisting with menu development and preparing more complex pastry recipes). However, the job holder will still be required to use his/her technical skills to perform the finishing touches for complex and premium pastry and baked goods, while reducing food spoilage or wastage.	 Research on food trends for menu design  Food waste reduction	 Automated machineries
Support food and beverage operations	H Assist in the record of inventory and supplies of pastries and baked goods	<ul style="list-style-type: none">Smart Inventory Management and e-Procurement Systems may be used to track the inventory and supply levels of pastries and baked goods in real-time, freeing up the job holder to focus on other operational tasks.	 Operation of technological solutions	 Enterprise systems
Deliver customer experience	M Escalate feedback on service challenges through proper escalation channels	<ul style="list-style-type: none">Customer Relationship Management (CRM) Systems may be used to collect customer feedback from various sources and pass on important feedback to the department or team in-charge. However, the job holder is still required to handle complex customer feedback and ensure customer satisfaction.	 Customer data collation on CRM systems  Operation of technological solutions	 Enterprise systems

Critical Work Function		Job Tasks Today	Impact At Task-level / Future View Of Job Tasks	Future View of Skills ¹	Impact Of Trends / Technology
Maintain hygiene, safety and standards	L	Follow the organisation's food waste management Standard Operating Procedures (SOPs)	<ul style="list-style-type: none">The job holder is still required to follow the organisation's food and beverage hygiene standards, Workplace Safety and Health (WSH) policies and procedures and food waste management Standard Operating Procedures (SOPs).	Current skills remain as impact at task level is low	N/A
Contribute to continuous improvement	L	Provide recommendations for the development of new recipes to renew menus based on suggestions given	<ul style="list-style-type: none">The job holder will continue to suggest and carry out continuous improvement activities within their workstation. The job holder should continue contributing ideas for new recipes and operate emerging technology/ tools to improve work productivity.	Current skills remain as impact at task level is low	N/A

In-demand Technical Skills and Competencies (TSCs) Required					
Customer Data Analysis*		Food and Beverage Recipe Formulation*		Food Waste Disposal and Reduction	
Quality Assurance Management		Technology Application and Implementation			

In-demand Critical Core Skills (CCSs) Required		
Adaptability	Digital Fluency	Learning Agility
Self Management		

• Skills denoted by an asterisk (*) are available in SFw for Food Services but are currently not tagged to this job role.
• Skills that are not marked are available in SFw for Food Services and tagged to this job role.

Redesign Possibilities	
Vertical Stacking	• Consolidated with <i>Baker</i> and enlarged to become Baking Specialist .
	• Consolidated with <i>Pastry Cook</i> and enlarged to become Pastry Specialist .
Horizontal Stacking	• Consolidated with <i>Cook / Kitchen Assistant</i> and enlarged to become Kitchen Operations Associate .

Possible Archetype Differences for Job Redesign	
Full-Service	<ul style="list-style-type: none">• Companies in the Full-Service archetype such as mid-scale and fine-dining restaurants are more likely to possess an in-house pastry and baking function. Due to the availability of the function, it is more likely for there to be horizontal and vertical stacking possibilities for this role in the Full-Service archetype.• The Assistant Pastry Cook / Assistant Baker / Kitchen Assistant could undergo vertical stacking with a Baker to become a Baking Specialist or with a Pastry Cook to become a Pastry Specialist. Such stacking would require the job holder to deepen their expertise in the pastry and baking function and handle more complex pastry and baked goods recipes.• The Assistant Pastry Cook / Assistant Baker / Kitchen Assistant could also undergo horizontal stacking with the Cook / Kitchen Assistant to become a Kitchen Operations Associate. This stacking requires the job holder to not only be proficient in the preparation of pastries and baked goods, but also in general food preparation.
Quick-Service	<ul style="list-style-type: none">• Companies in the Quick-Service archetype are less likely to possess an in-house pastry and baking function as it is usually outsourced.• Thus, the above job redesign possibilities may be less prominent for Quick-Service companies.